



JERRY E. POWERS
Chief Probation Officer

COUNTY OF LOS ANGELES PROBATION DEPARTMENT

HUMAN RESOURCES DIVISION-EXAMINATIONS AND RECRUITMENT UNIT

9150 E. IMPERIAL HIGHWAY, DOWNEY, CA 90242
(562) 940-2653



Frequently Asked Questions

I want to work for the Los Angeles County Probation Department. How would I go about applying for the positions you have available?

The Los Angeles County is enhancing the job application process. You can visit the County of Los Angeles website at <http://dhr.lacounty.info>, to view all Los Angeles County job opportunities - Click on "HR Job Search." You are now at the "Welcome Page," to find a job that interests you, click on "Search Openings" from this screen, then follow the search prompts. If this is the first time applying online, you must create an account. Your "username" will be your personal email address. Make sure you create a password and write it down. Do not share your account and password with anyone. We recommend reading the job bulletin prior to application submission.

Why should I apply online?

Applying online is easy and you will receive immediate email notification that your application has been received. The profile information you entered on your application is saved and can be used to complete future applications. Your profile information is your name, address, and telephone number, etc.

Applicants who apply online must either upload required documents (e.g, official college transcripts, High School Diploma and College Degree) as attachments during the application submission or fax a photocopy of the required documents to (562) 401-2885 within five (5) business days of filing online. Please include your Name, the Exam Number and the Exam Title on faxed documents. The Probation Department accepts photocopies of official college transcripts.

Once I submit my employment application, how long would it take before I hear from anyone?

Once your application is received, it is reviewed by the Examinations Unit to determine eligibility. To qualify you must meet the requirements listed on the posted Job Announcement/Bulletin. If your application is missing information, it will be rejected and you will be notified via mail. If your application is complete and meets the requirements as stated on the job bulletin, a letter will be mailed scheduling you to take a written examination. This process may take several weeks.

How many positions can I apply for?

You can apply for as many positions as you wish. Make sure to submit an employment application and supporting documents for each position you are applying for. As each examination has different standards, refer to the examination bulletin you are applying for to determine how often you can apply.

Can anyone apply for "Departmental or Interdepartmental Promotional Opportunities"?

No. A "Departmental Promotional Opportunity" is only for current employees of the department running the examination and the Interdepartmental Promotional Opportunity" is only for County employees. Anyone can apply to "Open Competitive" employment opportunities.

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When I apply online do I need to provide information about my past experience?

All applicants should provide employment experience which includes the past 10 years to allow a thorough review. List the most recent job information first, then list separately all other jobs held and the job/payroll title and duties for each.

Am I required to list experience for each classification/job title I have held separately?

Yes, you should list all your experience for each job/classification title held over the past 10 years. However, if you have qualifying experience beyond the 10 years, please include it. Any experience omitted from your application cannot be considered.

If I create an account and I input all of my information, is it saved in the system?

Only your profile information is saved in the system and will automatically populate your application when you apply online the next time. You can update your profile each time you login to the system.

Will a resume be accepted in place of my application?

No, resumes are not accepted in place of your application. You are required to complete our application to give more detailed information such as job title, exact dates on the job and hours worked per week with each employer, salary, number supervised, etc. If you do not complete these sections, your application may be considered incomplete, unless no education or experience is required for the posted job. You may attach your resume to your application.

Can I submit an application for someone else using my account?

No, each individual applicant must create their own account.

Do I need to provide an email address?

Yes, if you apply to a job opportunity online you will need to provide your email address, this way you will be notified of your application receipt and you will be able to login later to check your application status.

What if I want to change my mailing (home) address, telephone number, username, password, or email address?

Select Career Opportunities from the Department of Human Resources Home page at <http://dhr.lacounty.info>.

1. Click on HR Job Search,
2. Click on Job Search 1,
3. Login to your account on the Welcome page,
4. Click on **EDIT YOUR PROFILE**,
5. Once you make your changes, scroll to the end of the page and click on "Save."

If you have already applied, you should also notify in writing (email or US mail) the exam analyst/exam unit listed on the job announcement/bulletin. Changing information on your profile does not change the information you already submitted on an application. Any updated information will display the next time you apply to a job.

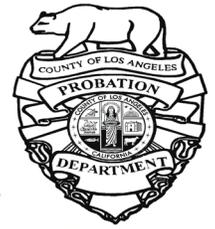


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Can I use an email account of another applicant?

No, you should never use the email address of another applicant. To do so may result in disqualification from the employment process. Sharing email accounts can put the confidentiality of your application at risk and create confusion as to the identity of the applicant.

What do I do if I do not receive my email notice for the job announcement I applied to?

If you do not receive your email notice, check your spam or junk mail to make sure your email notice was not deleted. Also, check the email address on your account. If your email address on your account is incorrect, correct it and contact the exam analyst for the job announcement/bulletin you applied to.

Do I need to maintain copies of the emails I receive?

Yes, you should keep copies of emails you receive for your records.

Can I get notified when a job I am interested in opens?

Yes, if you have already created and saved a search for a job of your interest. If you have not, you first need to log in at the Welcome screen using your email information. Now, click on **Search agent Manager**. Click on **Create new search agent**. Enter your desired criteria, click on **Save**, click on **Close Window**. At this point you can Run your Search, Create a new search or delete the search you created.

How do I add an attachment to my application?

From the Attachment section of the application, you can attach any of the listed items.

1. Click the "Browse" button,
2. Look for and select your file you want to attach and click on "Open",
3. Click the "Upload" button,
4. Under "Category" from the drop down menu – select document type,
5. Repeat steps 1 through 4 to attach additional attachments (you can upload up to 15 attachments or up to 5 megabytes each),
6. Click the "Next" button to go to the next screen.

If I am disabled and want to participate in an examination, how does Los Angeles County Probation accommodate my special needs?

We provide reasonable testing accommodations for applicants with disabilities. If you want to request accommodations you should mark "Yes" on your application, indicating you are a person with a Disability. Check the job announcement/bulletin for the number to contact to request American with Disabilities Act (ADA) reasonable accommodations.

What is the status of my application?

You will be able to see your exam status online once you log into your online account at the Welcome page, then click on the 'Job Submission Status' link.

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I received a letter from the Probation Department rejecting my employment application. What can I do to correct the problem?

In order to avoid this situation, make sure your documentation is complete (e.g, attach official transcripts, diploma, etc.) before submission. Make sure to read the Requirements/Selection Requirements on the Job Announcement/Bulletin so you get an understanding of what documentation is required.

I received a letter inviting me to take the written exam. Are there any study materials that would allow me to prepare for this test?

Yes, sample Peace Officer tests are available on our website: www.probation.lacounty.gov. For non-peace officer sample tests such as Clerical, Data Interpretation, Mathematical Ability, Reading Comprehension, etc. you may visit the Los Angeles County Department of Human Resources website at <http://dhr.lacounty.info>.

1. From the Probation website:
 - Click on “Work with Us”
 - Click on “Most Wanted: The Best of the Best”
 - Under “Candidate Orientation Booklets”, select the appropriate exam to review.
2. From the Department of Human Resources website:
 - Click on “Job Search” at the top of the home page
 - Scroll down and click on “Employment Test Preparation System”

I just finished taking the written exam, how long would it take before I receive my results.

You should hear from us within 3-4 weeks.

Can you tell me what my score was on the written exam?

The written test results notice is mailed to the candidate. The notice indicates your final score and the band you were placed in. The notice will also contain procedures for reviewing your test results. Due to confidentiality reasons, examination results are not provided by phone.

I will not be able to attend my scheduled written/interview exam, can I reschedule?

Test dates will not be rescheduled unless there are extenuating circumstances (i.e, death, serious illness or scheduled paid vacation) which prevent you from participating in the exam process. A written request must be submitted to the Examination Unit prior to the scheduled date. The request must include supporting documentation to be rescheduled.

I failed my written/interview exam, when can I reapply?

Each examination bulletin will contain information on how often a candidate can reapply. Different examinations may have different criteria for reapplying.

How long are the written exam scores good for?

The written exam scores are generally good for one year. If you hold a Peace Officer item with the Probation Department, the written exam scores will be valid for the rest of your Probation Department career as long as you remain in a Peace Officer item.



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I have no background in Probation; do you offer a training program for newly hired employees?

Yes, probation employees are provided training for the position they are hired for.

I am a veteran of the United States Armed Forces; can I receive veterans' credit?

Yes, but only when you receive an overall passing score on an Open Competitive (open to the general public) exam, you may be eligible to receive additional points. To receive this credit, you must submit a copy of your DD214 verifying your dates of service and honorable discharge:

- During a declared war; or
- During the period April 28, 1952 through July 1, 1955; or
- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976;
- During the period August 2, 1990 through January 2, 1992;
- For more than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001, and ending on the date prescribed by Presidential proclamation or by law as the last day of Operation Iraqi Freedom; or
- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded.

When can I expect to be hired by the County of Los Angeles Probation Department?

To be hired, you must pass the entire testing process and/or a review of your background. Based on your test results (if passing the required tests), you will be placed on an eligible list (a list of passing candidates). Placement on this list does not guarantee you a job. As vacancies occur, you may be contacted directly by the hiring department/section.

Candidates in the highest grouping/band are given first consideration. Your opportunity for appointment depends on the number of vacancies, the number of candidates in your band as well as the number of candidates in higher bands.

A band is a grouping of fixed ranges, for example, Band 1 covers scores 100 through 94.5, Band 2 covers scores 94.4 through 88.5, etc. Each band may contain zero to many candidates based on their passing score.

Be sure to respond to any attempts to contact you otherwise you may miss future job opportunities.

Are there volunteer opportunities with the Probation Department?

Volunteers are a valuable part of the Department. To become a volunteer you must be 18 years of age, a citizen of the United States or possess a valid U.S. work permit and pass a background investigation. A volunteer must be 21 years of age if they are interested in working in a Juvenile Hall or Camp. Please call (562) 940-3695 to begin your volunteer career.

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Does the Department have a Reserve Deputy Program?

The Reserve Deputy Probation Officer Corps is a specially trained group of unpaid volunteers that assists Probation Officers in area offices in a wide range of responsibilities. For more information, call (626) 633-2501.

Can a student apply for an Internship with the Probation Department?

Internships with the Probation Department are unpaid-learning opportunities in Probation operations that earn academic credit. You must be enrolled in one of the County of Los Angeles partner universities or colleges, 18 years of age, a citizen of the United States or possess a valid U.S. work permit and pass a background investigation. Please visit the County Academic Intern Program at <http://dhrdcap.co.la.ca.us/cbeep/Universities.htm> to check if your school is an institutional partner or call (562) 658-1794.

Does the Probation Department pay for school or provide tuition assistance?

No, not at this time

I took the written exam for Deputy Probation Officer I, Residential Treatment (DPO I, RT) can my score be transferred to the Deputy Probation Officer I, Field? (DPO I, Field)

Deputy Probation Officer I, Residential Treatment and Deputy Probation Officer I, Field are different written exams, therefore we cannot transfer the scores.

I am on the Eligible list for DPO I when can I expect to receive a call?

Hiring from an eligible list depends on the number of current vacancies. The length of time that your name will remain on the list is stated in the examination bulletin for the position you applied for.

If I took the written exam with another County, can my score be transferred?

No, you must take the written exam with Los Angeles County as these scores are non-transferable.

I received notification from the Probation Department indicating they are interested in hiring me. How long before I start my first day of work?

Once you have been offered the position, you will undergo a background investigation which typically takes 10-11 weeks. Physical and Psychological evaluation typically takes 8-9 weeks.

Where do I call to check on my hiring status?

A representative from the Human Resources Office will contact you to inform you of your first day of work. If you like to check your hiring status, you may call (562) 658-2554 and they will direct you to the appropriate personnel.

What is the difference between a Juvenile Hall and a Camp?

A Juvenile Hall is a detention facility where a minor waits until the court decides on how to adjudicate the minor's case. A Camp is a long-term residential treatment facility. Camp may be ordered by the judge as a means to help the minor adjust prior to being reintroduced into the community.



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What hours does our staff work?

Group Supervisor, Nights, Probation (GSN) works from 10pm to 6am. Detention Services Officers (DSO) work 6am to 2pm or 2pm to 10pm. Deputy Probation Officers (DPO) work 56 consecutive hours (2 ½ days).

What are the duties of a Group Supervisor, Nights, Probation (GSN)?

A GSN's job is to ensure the safety of the minors and the security of the facility during the nighttime hours. They conduct population counts, security checks; restroom calls and ensures the safety and security of the minors while they sleep.

What is the difference between Detention Services Officer (DSO) work on a morning shift and DSO work on an afternoon shift?

A DSO working in the morning (6am – 2pm) discusses the night shift with the outgoing GSN. Then, the DSO wakes up the minor, ensures morning hygiene is completed, ensures breakfast and lunch are eaten, ensures room cleanup is completed, ensures minors needing daily medication are taken to the nurse and ensures minors go to school.

A DSO working in the afternoon (2pm-10pm) discusses the morning shift with the outgoing DSO. Then, the DSO picks up the minors from school, ensures afternoon restroom calls are completed, ensures recreation, homework, and special programs are completed, ensures dinner is eaten; minors are showered and prepared for bed. The PM DSO also ensures that minors needing daily medication are taken to the nurse.

What are the ages of the youths in Juvenile Hall?

Average ages can range from eight (8) years of age to eighteen (18) years of age.

How many minors do we serve on a daily basis?

Our population fluctuates on a daily basis. We service anywhere from 500 to 1000 minors per day. On average, our population is 700 minors. Juvenile Halls have 1,800, with between 30 and 60 admissions and discharges per day. Camps have 2,000. The average hall stay is 3 weeks, and the average camp stay is 5 to 6 months.

Is staff allowed to stay in contact with the minors once they have been released?

Per our Detention Services Bureau Manual, staff is not to stay in contact with any minor. Staff can contact a minor through the minors' Probation Officer. (Except for legitimate Probation business)

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Do minors get visitation rights?

Yes, there are 3 common forms of visitation for the minors:

1. Every Sunday from 1pm to 4pm, the parents or guardians of each minor are allowed to visit with the minors in their living units (in the day rooms and supervised by staff).
2. Monday thru Friday from 5pm to 7pm. after court visitations. Any minor that attends court can receive an "after court visit". There are also after court visits at the facility for the parents or guardians that were not able to attend the court session.
3. There are also "special visits" that are held upon the discretion of the Officer of the Day. An example of a special visit is when a minor has a baby/child that is brought to the facility by the parents/guardians. An example in this case, the minor is brought to Movement and Control (at Los Padrinos) to visit with his/her baby.

Do minors have phone privileges?

Yes, there are different ways in which minors are allowed to make phone calls.

1. Minors have access to (collect calls) pay telephones on a regular basis except when behavior is unsatisfactory. The collect call phones do not accept money. Minors are not permitted to have money in the halls and camps.
2. Court ordered telephone calls are made on the day of the court order.

Do minors attend school?

Yes, the Los Angeles County Office of Education (LACOE) operates the Juvenile Courts and Community Schools. Minors who have not graduated or attained a General Education Development (GED) certificate are required to attend school on a daily basis.

The minors attend school Monday through Friday from 8:00 am to 3:00 pm with a lunch break between. We have minors conduct physical training either indoors or outdoors. We also have competitive activities for the minors such as relay races, swimming relays, obstacle courses, singing and poetry writing, and dancing.

Are minors allowed to practice religion?

Yes, there are two Chaplains assigned to each hall, a Protestant Chaplain and a Catholic Chaplain. The religious program at the juvenile hall is to provide an opportunity for the minors to participate in religious services, receive religious instructions and enjoy the benefits of spiritual guidance. Religious organizations and volunteers provide services and counseling to the minors.

Do the minors get snacks?

Yes, the minors earn points on a daily basis for their behavior, school attendance, and social skills. At the end of each week, the minors are allowed to purchase items using their points earned as currency. Minors also get snacks every night after their dinner.



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Can someone under 18 be considered or treated as an adult?

Yes, a minor may be found “unfit” to go to juvenile court. This means the court has determined that the crime the minor committed was serious enough to be adjudicated in adult court.

What types of minors are sent to “Special Handling” units?

Minors who are 18 and older or minors who might be experiencing behavior or psychological issues that they can not control

What advice do you have for potential candidates?

Always remember to be firm, but fair with the kids and never lose sight that these are kids and some of their actions will reflect that.

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